

BTEC Bulletin

News from the Business Transformation Executive Committee

January, 2003 - Issue 8

BTEC Membership:

Frederick W. Schieck, DA/AID
Chair

~

Patrick Cronin, AA/PPC
John Marshall, AA/M
Vice Chairs

~

Bureau Members:

Gordon West, ANE
James Smith, AFR
Gloria Steele, E&E
Donald Boyd, LAC
Leonard Rogers, DCHA
Linda Morse, GH
Jonathan Conly, EGAT
Jon Breslar, PPC
Richard Nygard, M
Joanne Giordano, LPA
Jim Painter, PPC/B
Tim Beans, M/OP
John Streufert, M/IRM
Rose Marie Depp, M/HR
Susan Rabern, M/CFO
Roberto Miranda, M/AS

Ex-Officio Members:

James Ebbitt, IG
Drew Luten, GC
Jessalyn Pendarvis, EOP
Mike Flannery, SEC
Marilyn Marton, OSDBU
John Simon, PPC



BTEC to Set 90 Day Action Plans

At their December meeting the BTEC decided to actively develop 90-day action plans to accelerate progress on high priority initiatives related to the four major components in the agency's business transformation plan.

The BTEC approved the establishment of six sub-committees to develop these action plans in order to achieve specific agency and President's Management Agenda (PMA) reform objectives. The subcommittees are:

- Human Capital;
- Business Systems Modernization;
- Strategic Budgeting;
- Knowledge Management;
- Enterprise Architecture; and
- Capital Investment and Control.

These sub-committees will identify, update and prioritize a portfolio of projects. Action plans will be developed in 90-day increments. Priorities and issues will be

Four Lane Highway Leads to Global Leadership

The agency's transformation plan can be "visualized as a four-lane highway towards high performance and global leadership", announced John Marshall, AA/M, at the BTEC Offsite in November. The four "lanes" of the plan are: 1) Strategic Management of Human Capital; 2) Business Systems Modernization (BSM); 3) Knowledge for Development; and 4) Strategic Budgeting. The four inter-related components incorporate the Administrator's reform principles and the initiatives in the President's Management Agenda (PMA).

Strategic Management of Human Capital includes reforms to improve the agency's human resources management, and directly addresses the PMA for Human Capital requirements. This initiative also encompasses aspects of PMA for Competitive Sourcing by requiring that future staffing decisions consider strategic sourcing alternatives prior to recruitment of positions.

Business Systems Modernization (BSM) includes reforms to the agency's financial management, acquisition and assistance, and information technology capabilities. BSM directly addresses the objectives of PMA for E-Government and PMA for Financial Management. BSM also addresses PMA for Competitive Sourcing objectives for business systems investments.

Knowledge for Development includes the agency's plans to improve knowledge management (KM) by sharing of information and creating systems that deliver knowledge in a timely and useful form. This initiative directly addresses KM and organizational learning under PMA for Human Capital, as well as PMA E-Government for technology-enabled business transformation.

Strategic Budgeting includes reforms to improve the strategic planning and resource allocation process in ways that incorporate such factors as country and program performance, country need, foreign policy

INSIDE THIS ISSUE

1	BTEC to Set 90 Day Action Plans
1	Four Lane Highway Leads to Global Leadership
2	Current Status of Transformation
2	PMO News
2	Management Services Improve

periodically reported to the full BTEC. Sub-committees will be comprised of BTEC members as well as representatives from Washington organizations and field missions.

Minutes of the December meeting can be found on the BTEC web site at <http://inside.usaid.gov/BTEC/>.

PMO NEWS

The Program Management Office (PMO), established to manage agency transformation projects, is working with the six BTEC subcommittees to ensure a common set of project management practices and tools are utilized. In addition, the PMO will establish systems of accountability for completion of project tasks and continually monitor performance by project scope, costs, schedule and quality objectives. Bernie Mazer is the acting Program Manager for the PMO.

Current Status of Transformation

Three upcoming studies will shape the future direction of USAID's transformation. In February the Department of State and USAID will conduct a joint study to consider the feasibility of integrating the two agencies' financial management systems. Also planned is a study to evaluate development of an "enterprise architecture" to serve as a blue print for future information technology investments. An overseas staffing study will be led by Deputy Administrator Fred Schieck. These efforts should be completed within the next few months. BTEC actions that are pending the results of these studies include: the deployment of the headquarters "Phoenix" accounting system to the field; and the purchase of a new, automated procurement system for deployment agency-wide.

Your comments and suggestions are welcomed. Please contact your bureau's BTEC member, the PMO Program Manager Bernie Mazer, or online at <http://inside.usaid.gov/BTEC/>

Did you know...

.....That the Office of Management and Budget established 24 E-Government initiatives to improve the efficiency and effectiveness of the federal government's transactions through the use of improved technology? The E-Government strategy can be found at:

<http://www.whitehouse.gov/omb/infoeg/egovstra>



The next BTEC meeting is scheduled for January 22nd.

priorities and OE and staffing needs. This initiative directly addresses the PMA for Budget and Performance Integration.

USAID's business transformation is being implemented in three major phases running from FY02 through FY07.

Management Services Improve

In November 2002, USAID conducted its second annual survey on employee morale and employee opinions of Agency services. The results indicated marked improvement in employee satisfaction with Management Bureau services. This is a clear indication that agency transformation efforts are taking hold. Assistant Administrator for Management, John Marshall, emphasized that "while the results of M's efforts to improve services and enhance customer satisfaction indicate we have made progress, there remains room for improvement and we still have a lot of work ahead of us."

The Management Bureau (M) service organizations surveyed were the Offices of Financial Management, Procurement, Human Resources, Information Resources Management, and Administrative Services. The 2001 employee survey established baseline measures against which performance improvement targets were set. Customer satisfaction improved for the business services re-surveyed and most performance targets were exceeded.

This year's survey was expanded to include M's Office of Administrative Services as well as pillar bureau services. The survey elicited 3,485 responses within the agency for an overall response rate of 42%. Ratings improved in each of the four service areas employees voted on last year. Human Resources Services and Information Services improved by 20 points. Procurement Services and Financial Management gained 37 points. The BTEC will adopt customer service standards for the M Bureau at its next meeting. A BTEC working group is currently developing standards for the pillar bureaus.

M Bureau Customer Service Survey Results Comparison to 2001

